

Mr. Dana A. Gagnon

Peabody, MA (978) 767-6566 dana@dgagnon.net

COMPUTER KNOWLEDGE:

- All Windows-based computer systems including Windows NT, 2000, XP, Vista, and Windows 7 operating systems. MS Office 2010, including some Networking knowledge. All of MS Office applications including PowerPoint and Outlook. AutoCAD, ProgeSoft, some Adobe, Paint Shop Pro XI-XII-XIII, Macromedia Homesite, Dreamweaver, Adobe Contribute, Filemaker Pro, Lotus Notes, HTML Coding, Seibel, Oracle, and some UNIX experience.

GENERAL SKILLS:

- Excellent organizational and communication skills. Ability to interact effectively with all levels of management.
- Possesses strong work ethic with the ability to grasp new concepts and adapt easily to all types of work environments.
- Technically proficient in all Windows based applications and general Help Desk issues.
- Ability to learn new applications, advanced techniques, and become proficient in a short amount of time.

EDUCATION:

9/89 – 5/92

WENTWORTH INSTITUTE of TECHNOLOGY, Boston, MA

Majors; Computer Aided Design/Mechanical Drafting and Industrial Design, GPA 3.0

PROFESSIONAL EXPERIENCE:

4/05 – Present

TEMPORARY/CONTRACT ASSIGNMENTS, SELF-EMPLOYED, MA/NH

- ROP- Customer Service and Inside Sales for an ISG company, Placing orders via phone, fax, and email, vendor interaction, data entry, and special projects.
- Lowes- Customer Service, Sales, Inventory, Building Materials, Lumber, and Pro Services.
- OnBrand24- Technical Support and Customer Service for an Inbound Call Center, Product Activation, Software/Product support, Sales, and Order Entry.
- Sears- Pricing Associate, markdowns, price changes, and merchandising.
- LCS- Home and Home Office Network setup, Technical Support, Desktop Setup, and Software Training. Employed as an on-call over flow technician.
- Self Employed Contractor, Carpenter. Landscaping, Landscape Construction, Residential Renovations.
- Dgagnon.net- Web Designer, Graphic Arts, Sales; Analysis, Setup, Design and Maintenance for personal and business Web Sites.
- Laborer, Site Excavation, Contracting, Assisted in daily operations of Residential and Commercial Site Excavation.
- NES- Recruiter for an Engineering Staffing Corporation. Selecting, screening, and qualifying candidates for Contract and Permanent employment opportunities.
- Honda- Client Care Specialist, Sales/Customer Support, answering product specific consumer questions and taking reservations for the Automotive Industry.
- Monster- Customer Service Representative, Data Entry, Contract inquires and solutions. Outbound and inbound Sales/Customer Service for Staffing and Employment Solutions', managed sales agreements though Seibel, Oracle, and real-time Web-Based database software. Data entry, miscellaneous desktop support, web based application support and instruction.

11/02 - 4/05

HOME DEPOT, Leominster, MA

Department Manager, Building Materials; 10/04 – 4/05

- Manage monthly theft and fraud reports to manage Shrink.
- Train associates in monthly product knowledge of new items, store procedures, and policies.
- Maintain a standard profit margin while keeping inventory to a minimum.
- Work with Assistant Store Managers in daily needs.
- Manage markdowns and customer relations when situations arise.

HOME DEPOT, Leominster, MA

Sales Associate; 11/02 – 10/04

- Assisting customers with selecting items for all types of construction and home improvement tasks.
- Manages sales, organize deliveries; assist in reconciling customer specific problems.
- Responsible for department specific annual inventory.

8/01 - 11/02

SELF-EMPLOYED, Northeastern, MA

Contractor – Renovations, Construction, and Landscaping

1/01 - 8/01

EMERGENCE CONSULTING, LLC, Lincoln, MA

Administrative Assistant

- Assistant to the Partners of the firm including all Executives, and the President.
- Responsible for fulfilling all needs from presentations to scheduling including all necessary arrangements.
- Short deadline fulfillment for all that is needed.
- Other responsibilities include editing extensive PowerPoint Presentations, Activity Coordination and Expenses.
- Flexible coverage for all front office duties.
- Coordination of recruiting for all departments.